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THE U.S. PATENT AND TRADEMARK OFFICE

Appl. No. : 09/716,862  
Applicant : Chaar et al.  
Filed : November 20, 2000  
TC/AU : 2154  
Examiner : Moslehi, Farhood

Docket No. : YOR920000814US1  
Customer No. : 29683

Title : APPARATUS, SYSTEM AND METHOD FOR MANAGING QUALITY OF  
SERVICE ASSURED E-BUSINESS SERVICE SYSTEMS

Mail Stop Fee Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

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JUN 25 2004

Technology Center 2100

AMENDMENT

Sir:

In response to the non-final Office Action dated February 26, 2004, please amend the above referenced application as follows:

**Amendments to the Specification:** begins at page 2 of this paper.

**Amendments to the Drawings:** begins at page 3 of this paper.

**Amendments to the Claims** begin on page 4 of this paper.

**Remarks/Arguments** begin on page 9 of this paper.

An **Appendix** in two pages is included that shows Figure 5 with changes made herein and a clean copy of Figure 5 with those changes incorporated.

This Amendment is filed within one month of the shortened statutory period for reply recited in the referenced Office Action. Applicant petitions for a one-month extension of time for reply, and the Office is authorized to charge deposit account 50-0510 for any late fees. Should the undersigned representative be mistaken, please consider this as a petition for any extension of time necessary to effect his Amendment.